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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,772	
		Filing Date	November 2, 2001	
		First Named Inventor	Toshio UENO	
		Group Art Unit		
		Examiner Name		
Sheet		of 2	Attorney Docket Number	01706/LH

U. S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

FOREIGN PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
JZ		JP	2000-115393 *English language Abstract Only	A	CANON INC.	04-21-2000		*

Examiner
Signature

James Zante

Date
Considered

8/10/04

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¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: March 6, 2002

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Substitute for Form 1449A/PTO		Application Number	10-002,772
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet	1	Attorney Docket Number	01706/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS			
Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	
JL	/	U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature	<i>James Furt</i>	Date Considered	8/10/01

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				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Sheet	1	of	2	Attorney Docket Number	01706/LH
U.S. PATENT DOCUMENTS					

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FOREIGN PATENT DOCUMENTS								
Exam. Inits. J2	Cite No. ¹	Offc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevan t Portion	T e
		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
		JP	2000-215204	A	SHARP CORP.	08-04-2000		*
		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*
		JP	2001-084276	A	OKI ELECTRIC IND.	03-30-2001		*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999		*
		JP	2001-160103	A	KONICA CORP.	06-12-2001		*

*English
language
Abstract only

Examiner Signature	Jane Dink	Date Considered	8/10/04
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	10/002,772		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Filing Date	November 2, 2001		
		First Named Inventor	Toshio UENO		
		Group Art Unit			
		Examiner Name			
Sheet	2	of	2	Attorney Docket Number	01706/LH

OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS

Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²
Jt		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO	

Signature	<i>Jamy Dantu</i>	Date Considered	8/10/07
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<p style="text-align: center;">INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p>OCT 15 2003 SEARCHED & TRADEMAKED OFFICE RATTSHEET</p>		Application Number	10/002,772
		Filing Date	November 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2152
		Examiner Name	Not Yet Assigned
Attorney Docket Number	01706/LH		

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
Jt	A	5,459,552	A	OHIRA	10-17-1995	RECEIVED OCT 22 2003 Technology Center 2100

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Exam. Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Jt	B	EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
	C	DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
	D	EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		

Examiner
Signature*James Dunn*Date
Considered

8/11/03

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DATE MAILED: October 15, 2003

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT FEB 19 2004		Application Number		10/002,772			
		Filing Date		Nov. 2, 2001			
		First Named Inventor		T. UENO			
		Group Art Unit		2152			
		Examiner Name					
Sheet	1	of	1	Attorney Docket Number		01706/LH	
U.S. PATENT DOCUMENTS							
Exam. Inits ¹	Cite No ¹	Document Number		Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

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FOREIGN PATENT DOCUMENTS

Exam. Inits ¹	Cite No ¹	Offc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Jt		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

Examiner Signature

Jany Tunits

Date Considered

8/10/07

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<p style="text-align: center;">INFORMATION DISCLOSURE STATEMENT BY APPLICANT</p> <p style="text-align: center;">JUL 13 2004</p> <p style="text-align: center;">SEARCHED _____ SERIALIZED _____ INDEXED _____ FILED _____</p>		Application Number	10/002,772
		Filing Date	November 2, 2001
		First Named Inventor	Toshio Ueno
		Group Art Unit	3625
		Examiner Name	ZURITA, JAMES H.
of 1	Attorney Docket Number	01706/LH	

U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
JZ ↓	A	5,365,310	A	JENKINS et al.	11-15-1994	
	B	5,819,110	A	MOTOYAMA	10-06-1998	

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Exam Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

*English Language
Abstract only

Examiner Signature	<i>James Bruster</i>	Date Considered	8/10/04
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